

# **Oracle Banking Digital Experience**

**Retail Loans User Manual  
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Retail Loans User Manual

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# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

## 1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## 1.4 Structure

This manual is organized into the following categories:

*Preface* gives information on the intended audience. It also describes the overall structure of the User Manual.

*Introduction* provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.

If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

## 1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 18.2.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

## 2. Transaction Host Integration Matrix

### Legends

<b>NH</b>	No Host Interface Required.
✓	Pre integrated Host interface available.
✕	Pre integrated Host interface not available.

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0
1	Overview	✓	✓	✓
2	Loan Details	✓	✓	✓
3	Loan Details - Nickname updation	NH	NH	NH
4	<b>Repayment</b>			
	With less than installment amount	✕	✓	✓
	With equal to or more than installment amount	✓	✓	✓
5	Disbursement Inquiry	✓	✓	✓
6	Schedule Inquiry	✓	✓	✓
7	View Statements	✓	✓	✓
8	View Statements- Pre-Generated Statement	✕	✕	✕
9	Closed Loans	✓	✓	✓
10	Loan Installment Calculator	NH	NH	NH
11	Loan Eligibility Calculator	NH	NH	NH

### 3. Loans And Finances

A loan is nothing but an amount of money that is lent by a bank to a borrower for a certain period of time. Banks charge borrowers interest for the amount lent. Hence, loan accounts are valuable income generating assets for banks. It is therefore important for banks to enrich the end user's loan servicing experience so as to increase user satisfaction and retention. In order to achieve this, banks are constantly making efforts to enhance the online channel banking experience for their users by introducing and revamping loans servicing features on the digital platform.

The application provides a platform by which banks are able to offer their users an enriching online banking experience in servicing their loans.

Users can manage their banking requirements efficiently and effectively through the OBDX self-service channels. The loan module offers users a host of services that include, but are not limited to, viewing their loan account details, schedules and balances and also the facility to make loan repayments.

#### Features Supported In the Application

The retail loans module of the OBDX application supports the following features:

- Loans Widget
- View Loan Details
- Loan Repayment
- Loan Disbursement Inquiry
- Loan Schedule Inquiry
- Loan Statements
- View Closed Loans
- Loan Calculator and Loan Eligibility Calculator

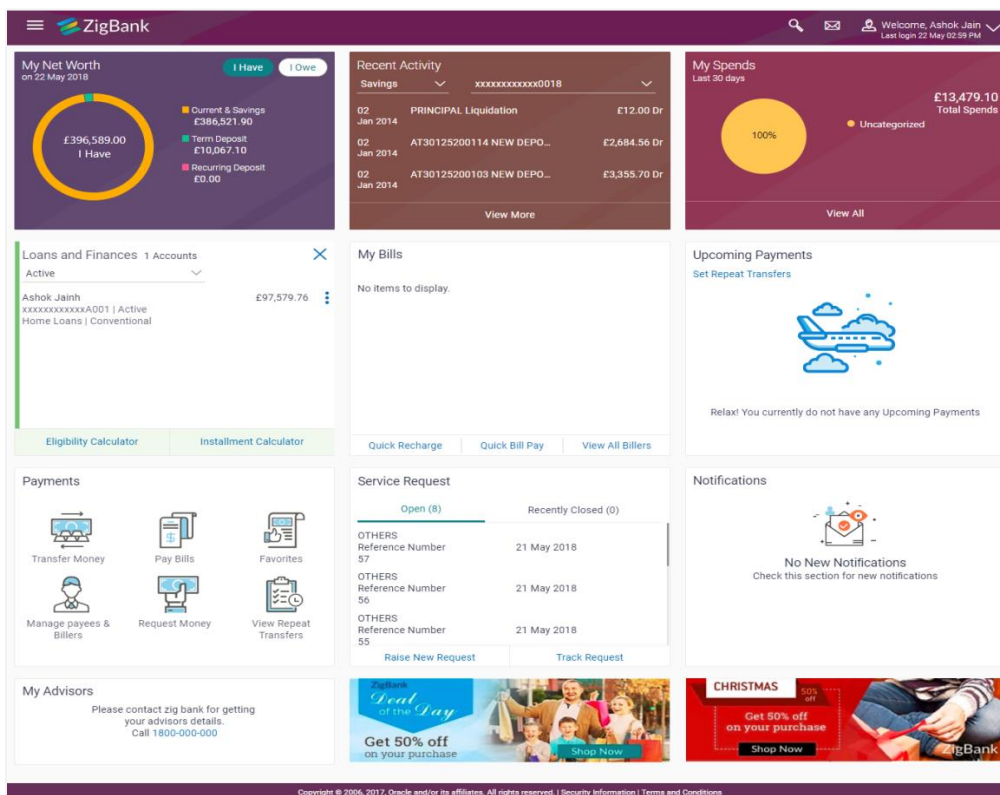
#### Pre-requisites

- Transaction access is provided to retail user.
- Loan accounts are maintained in the host system under a party ID mapped to the user.

### 3.1 Overview

The retail overview/dashboard page displays an overview of the user's holdings with the bank as well as links to various transactions offered to the user. The 'My Accounts' widget displays the user's holdings in each account type such as Current and Savings Accounts, Term Deposits, Loans and Credit Cards. On clicking on any account type record, the widget displaying details specific to that account type is displayed. One such widget is the Loans widget which is displayed on selection of account type, 'Loans' under the My Accounts widget.

The loans widget has been designed to showcase the lending profile of a user. By viewing the loans widget, the user should be able to gain an insight into the current position of the loans he holds with the bank.



#### Loans and Finances Widget Overview

Loans and Finances widget showcases the following:

##### Active Loans

The loans and finances widget provides the user with the option to view the summary of both the active loans and closed loans individually. On selecting the status option 'Active', all the active loan accounts of the user held with the bank are listed down. Each account is displayed along with the outstanding amount, the name of the primary holder (along with nickname if enabled), the loan offer name, as well as the type of loan i.e. conventional or Islamic. The user is able to view further details and perform various tasks on any loan account by selecting a specific loan from the widget.

**Inactive/Closed Loans:**

On selecting the status option 'Inactive/Closed', all the loans of the user that have been closed are listed down in the widget. The total number of closed loans is displayed and each loan account is listed along with the name of the primary holder (along with nickname if enabled), the loan offer name, loan type i.e. conventional or Islamic and outstanding balance as zero. The user is able to view further details of any closed loan by selecting a loan from the widget.

**Eligibility Calculator:**

The loans and finances widget also contains a link, by clicking on which, the user can navigate to the loan eligibility calculator. This calculator enables users to compute the amount of loan they are eligible for based on certain criteria.

**Installment Calculator:**

In addition to the link provided to navigate to the loan eligibility calculator, the loans and finances widget also contains a link by which the user can navigate to the loan installment calculator. The installment calculator enables the user to identify the installment amount payable on a loan of a certain amount for a specific duration.

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[Home](#)



## 4. Loan Details

The loan details page displays important information pertaining to a loan account such as the current status of the loan, interest rate, sanctioned amount and total amount outstanding, the branch in which the loan is held as well as important dates associated with the loan such as the opening date and maturity date.

- **Account Details** – This section displays the basic details about the loan such as the opening date, maturity date, current status, etc.
- **Loan Amounts** – This section comprises of information such as the sanctioned loan amount, total amount disbursed, the amount repaid till date and the total outstanding amount.
- **Repayment** – This section displays repayment details that comprise of repayment frequency, repayment mode and the penalty charge rates for late payment and prepayment.
- **Installments** – This section displays loan installment details such as the tenure of the loan, total installments, the number of installments remaining as well as the next installment date and amount.
- **Arrears** – This section displays information pertaining to arrears including amount of principal and interest arrears, late payment charges and any other fees applicable.

**How to reach here:**

*Dashboard > My Accounts widget > Loans and Finances > More Options > Loans and Finance Details*

*OR*

*Toggle menu > Accounts > Loans and Finances > Loans and Finance Details*

**To view loan account details:**

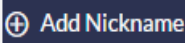
### Loan Account Details

Account Details	Loan Amounts	Repayment	Installments	Arrears
Customer ID ***824	Sanctioned Loan Amount £50,000.00	Interest Frequency Monthly	Loan Tenure 12 months 0 days	Principal Arrears £49,877.00
Opening Date 01 Jan 2014	Total Amount Disbursed £50,000.00	Principal Frequency Monthly	Total Installments 13	Interest Arrears £0.00
Maturity Date 01 Jan 2015	Amount Re-paid Till Date £123.00	Repayment Mode Account	Remaining Installments 12	Late Payment Charges £0.00
Status Active	Outstanding Amount £49,877.00	Late Payment Penalty 0.00%	Next Installment Date 01 Feb 2014	Other Fees £0.00
Interest Rate 0.00%		Prepayment Penalty 0.00%	Next Installment Amount £4,156.42	
Facility ID				
Branch AT3-FCLEXCUBE UNIVERSAL BANK AT3				

[Back to Dashboard](#)

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**Field Description**

Field Name	Description
<b>Customer Name</b>	The name of the primary account holder is displayed here.
<b>Account Number</b>	The loan account number in masked format. The account number is masked as per account number masking configurations.
<b>Net Outstanding Balance</b>	The total amount outstanding on the loan is displayed here.
<b>Nickname</b>	<p>The nickname given to the loan account by the account holder. This nickname can be changed or deleted.</p> <p>Click , to add nickname.</p> <p>For more information on Account Nickname, refer <a href="#">Account Nickname</a>.</p>
<b><u>Account Details</u></b>	
<b>Customer ID</b>	The primary account holder's customer ID in masked format.
<b>Opening Date</b>	The date on which the loan account was opened.
<b>Maturity Date</b>	The date on which the loan account will mature.
<b>Status</b>	The current status of the loan account.
<b>Interest Rate</b>	The interest rate charged on the loan.
<b>Facility ID</b>	The facility ID under which the loan account has been opened.
<b>Branch</b>	The branch in which the loan account is held.
<b><u>Loan Amounts</u></b>	
<b>Sanctioned Loan Amount</b>	The amount of loan that the bank has agreed to provide to the customer/s.
<b>Total Amount Disbursed</b>	The actual amount of loan that the bank has given the customer till date.
<b>Amount Re-paid till Date</b>	Total loan amount repaid by the customer till date.
<b>Outstanding Amount</b>	The total amount due to be paid by the customer.

Field Name	Description
<b><u>Repayment</u></b>	
<b>Interest Frequency</b>	<p>Intervals at which the interest is to be paid.</p> <p>It could be:</p> <ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• One Time Payment</li> <li>• Monthly</li> <li>• Bi monthly</li> <li>• Quarterly</li> <li>• Semi-annually</li> <li>• Annually</li> </ul>
<b>Principal Frequency</b>	<p>Intervals at which the principal is to be repaid.</p> <p>It could be:</p> <ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• One Time Payment</li> <li>• Monthly</li> <li>• Bi monthly</li> <li>• Quarterly</li> <li>• Semi-annually</li> <li>• Annually</li> </ul>
<b>Repayment Mode</b>	The mode through which loan repayments are to be made as set up in the processing system. For e.g. repayments could be made via account transfer, direct debit or cheque.
<b>Late Payment Penalty</b>	The percentage rate charge applicable in case of default in repayment.
<b>Prepayment Penalty</b>	The percentage charge applicable in case the loan is prepaid.
<b><u>Installments</u></b>	
<b>Loan Tenure</b>	The duration for which the loan amount is sanctioned in terms of years/months/days.
<b>Total Installments</b>	The total number of scheduled payments to be made towards repaying the loan.

Field Name	Description
<b>Remaining Installments</b>	The number of scheduled payments remaining towards repaying the loan completely.
<b>Next Installment Date</b>	The date on which the next loan payment is due.
<b>Next Installment Amount</b>	Amount to be paid as next installment.
<b><u>Arrears</u></b>	
<b>Principal Arrears</b>	The amount due on the loan principal after having missed one or more repayment installments.
<b>Interest Arrears</b>	The amount due towards loan interest payment.
<b>Late Payment Charges</b>	The charges levied on any late payment of a loan installment.
<b>Other Fees</b>	Other/ miscellaneous fees applicable on the loan account.

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## 5. Repayment

A user might, at some point in time, wish to pay back the loan either partially or fully.

The loan repayment feature enables the user to make adhoc repayments through the self-service channel. Users can only make payments from current or savings accounts that are linked to the user.

Through this feature, users can make a partial or full settlement of the loan account. In partial settlement, the user can make payment of any amount that is less than the outstanding loan amount. In this case, if there are any arrears in the loan account, they will be settled first followed by the principal balance of the loan.

In case of full settlement, the final settlement amount is calculated by applying penalties or charges as applicable by the host system. This amount is displayed to the user, who in turn is required to transfer the final settlement amount in order to make a full repayment.

Any payment made by the user, either partially or fully, will be immediately reflected in the loan account.

### How to reach here:

*Dashboard > My Accounts widget > Loans and Finances > More Options > Repayments*

*OR*

*Toggle Menu > Accounts > Loans and Finances > Repayments*

### Loan Repayment

**ZigBank** Dashboard Trends Payments 🔍 41 Logout

**Repayment**

Loan Details View Statement **Repayment** Disbursement Inquiry Schedule Inquiry

Account Number  
xxxxxxxxxxxx0009

Pending Arrears  
£0.00

Outstanding Principal  
£49,877.00

Disclaimer:  
If arrears are pending for the account, the same will be settled first.  
Remaining amount of the payment will be settled against Principal Balance

Source Account  
xxxxxxxxxxxx0014  
Balance : £542.57

Repayment Amount  
£100.00

**Repay** **Back**

[Back to Dashboard](#)

**Repayment Tips**

Know what you owe  
Understanding your payment responsibilities is crucial to maintaining credit and balancing your personal budget.

Pay it forward It's worth mentioning that making payments ahead of schedule is the best way to lower your overall cost of borrowing.

Interest rate reductions Take advantage of any and all interest rate discounts available to you

Pay Attention to Details and Paperwork Make sure you read everything you receive about your loans and understand your loan terms.

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**Field Description**

Field Name	Description
<b>Account Number</b>	<p>The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.</p> <p>For more information on Account Nickname, refer <a href="#">Account Nickname</a>.</p>
<b>Pending Arrears</b>	<p>The amount of arrears pending on the loan.</p> <p>This is the sum of both principal and interest arrears.</p>
<b>Outstanding Principal</b>	The outstanding principal balance in the account.
<b>Disclaimer</b>	Text informing the user about the appropriation of funds in case of a partial payment.
<b>Source Account</b>	<p>The user's linked current and savings accounts that can be debited to make loan prepayment.</p> <hr/> <p><b>Note:</b> Only the active accounts of which the user is the primary or sole owner are listed.</p> <hr/>
<b>Balance</b>	The current balance of the selected source account. This amount will be displayed against the source account field when an account has been chosen from the dropdown.
<b>Repayment Amount</b>	The field in which the user can enter the amount by which the loan is to be prepaid.

**To repay the loan:**

1. From the **Source Account** selection field, select an account from which funds are to be paid towards the loan.
2. In the **Repayment Amount** field, enter the amount to be paid towards the loan.
3. Click **Repay**.  
OR  
Click **Back** to cancel the transaction and to navigate back to the previous screen.
4. The **Review** screen is displayed. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.
5. The success message is displayed.  
Click **Go to Dashboard** to navigate to the dashboard screen.  
OR  
Click **Go to Account Details** to view the Loan Details screen.

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## 6. Disbursement Inquiry

Disbursement of the loan amount depends on the type of loan product availed by the user. Some loan products such as personal loan and auto loan have single disbursement policies. Certain loan products such as housing loan or education loan have multiple disbursement policies.

Especially in case of multiple loan disbursements, the user needs to be aware of the disbursement details of the loan account. This feature allows the user to view the disbursement details such as disbursed amount, disbursal date and sanctioned amount. It helps the user to analyze the current position of the loan account as to how much is disbursed and how much is yet to be disbursed.

### How to reach here:

*Dashboard > My Accounts widget > Loans and Finances > More Options > Disbursement Inquiry*  
OR

*Toggle Menu > Accounts > Loans and Finances > Disbursement Inquiry*

### Disbursement Inquiry

The screenshot shows the ZigBank Disbursement Inquiry page. The top navigation bar includes 'ZigBank', 'Dashboard', 'Trends', 'Payments', a search icon, a notification icon with '41', and a 'Logout' button. The main content area has tabs for 'Loan Details', 'View Statement', 'Repayment', 'Disbursement Inquiry' (selected), and 'Schedule Inquiry'. Under 'Disbursement Inquiry', the following details are shown:

- Account Number: xxxxxxxxxxxx0009
- Sanctioned Amount: £50,000.00
- Disbursed Amount: £50,000.00

A table displays the disbursement details:

Date	Amount
01 Jan 2014	£50,000.00

On the right, a 'Tips' section provides advice: 'Always ensure that the amount of simple interest is available in your bank account to avoid dishonour of the cheque.', 'Keep photocopies of all documents/agreements/letters submitted to the bank to avoid any misunderstandings later.', and 'All banks charge interest on the loan amount from the day on which the cheque has been made and not from the day on which the cheque is handed over to you/seller. So, take delivery of the cheque the same day or the very next day to avoid paying extra interest on money.'

At the bottom left, there is a 'Back to Dashboard' link. The footer contains the copyright notice: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Account Number</b>	<p>The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.</p> <p>For more information on Account Nickname, refer <a href="#">Account Nickname</a>.</p>

Field Name	Description
<b>Sanctioned Amount</b>	The amount of loan that the bank has agreed to provide to the customer/s.
<b>Disbursed Amount</b>	The amount of loan that the bank has given the customer till date.
<b>Date</b>	The date on which the specific amount was disbursed. <hr/> <b>Note:</b> If there are multiple disbursements in the account, the last disbursement will be displayed first followed by others accordingly in that order. The last entry in this list will be of the first disbursement date. <hr/>
<b>Amount</b>	The amount disbursed on the specific date.

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## 7. Schedule Inquiry

Through this feature, the user is able to gain an understanding of the loan repayment life cycle. This page displays details of each installment including the interest and principal amounts along with any charges, if applicable, and the total installment amount due on each specific date throughout the loan tenure.

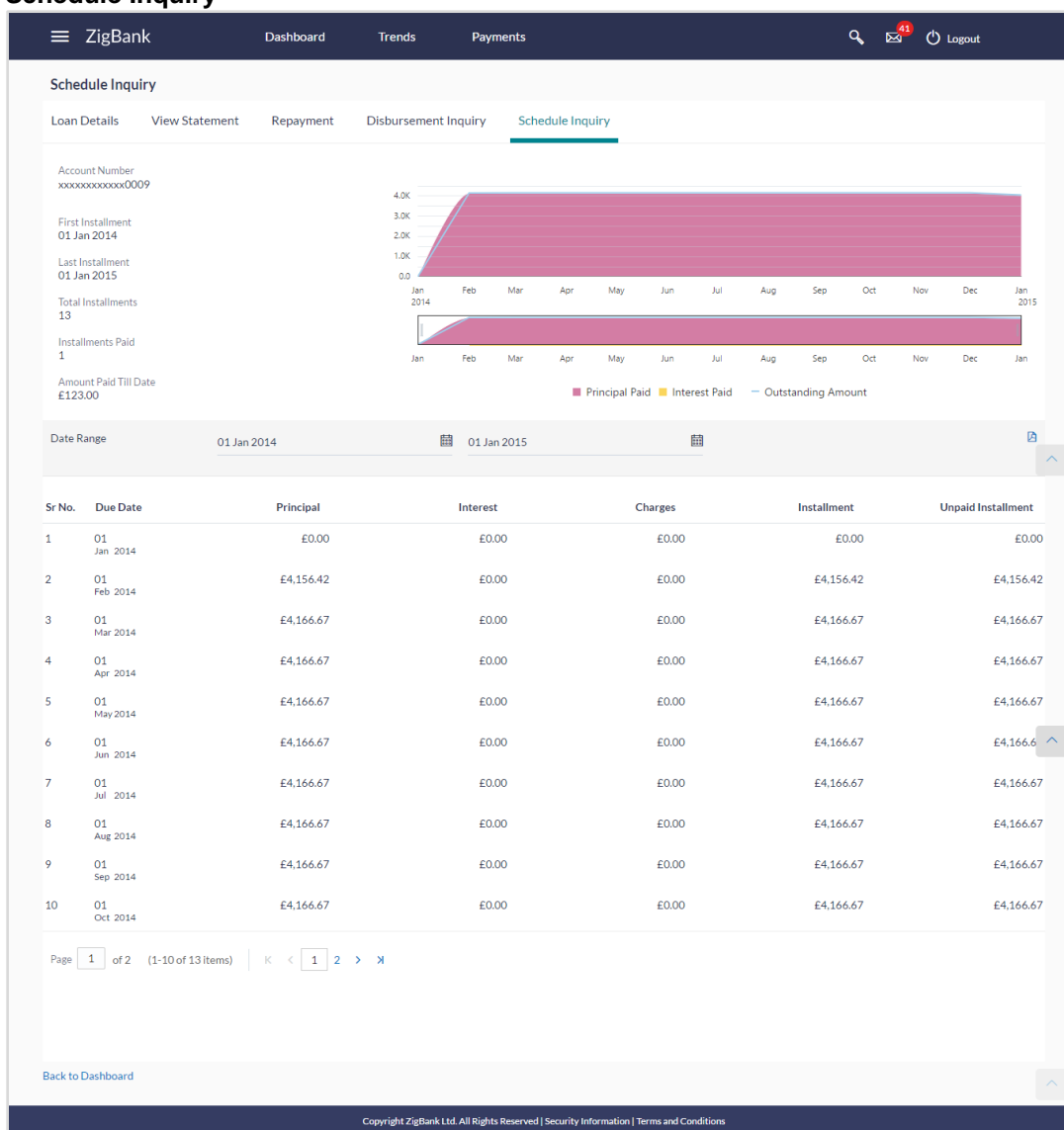
The user is able to identify important information such as the frequency in which repayment installments are made, the total number of installments and the number of installments paid and those that are pending.

### How to reach here:

*Dashboard > My Accounts widget > Loans and Finances > More Options > Schedule Inquiry*  
OR

*Toggle Menu > Accounts > Loans and Finances > Schedule Inquiry*

### Schedule Inquiry




**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Number</b>	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.  For more information on Account Nickname, refer <a href="#">Account Nickname</a> .
<b>First Installment</b>	The date on which the first installment payment is due on the loan.
<b>Last Installment</b>	The date on which the last installment payment is due on the loan.
<b>Total Installments</b>	The total number of installments of the loan.
<b>Installments Paid</b>	The number of installments paid till date.
<b>Amount paid till date</b>	The total amount paid in installments till date.
<b>Graphical representation of loan schedule</b>	
The loan schedule is displayed in graphical form.	
<b>Date Range</b>	The customer can select the period for which he intends to view installment details.
<b>Sr. No.</b>	The serial number of each installment will be displayed against the installment record.
<b>Due Date</b>	The date on which the specific installment is due.
<b>Principal</b>	The principal amount that is due corresponding to the installment date.
<b>Interest</b>	The interest amount that is due corresponding to the installment date.
<b>Charges</b>	The charge (fee) amount that is due corresponding to the installment date.
<b>Installment</b>	The total installment amount that is due corresponding to the installment date.
<b>Unpaid Installment</b>	Any amount that remains to be paid, if at all, on the specific installment date.

**To view loan schedule:**

1. In the **Date Range** field select the period for which installment details in the repayment schedule are to be viewed.

Based on the specified period, the set of installments in the loan repayment schedule are displayed. To view the next set of entries in the Loan Schedule of the account, click on the pagination options available.

2. Click  **Download PDF** to download the details in .pdf format.  
OR  
Click **Back to Dashboard** to navigate back to the main dashboard.

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## 8. View Statement

Users should be able to keep track of transactions that are performed on their loan accounts. The account statement feature enables user to view details of all transactions made in their loan accounts. The account statement feature displays all debit and credit entries along with the transaction amount and reference details.

Transaction filters are provided to enable search based on certain criteria. A user can search transactions on the basis of period and transaction type (debit only, credit only or both).

Transaction details are fetched online and displayed on the screen. The **Download Statement** link provided, enables saving a copy of the activities displayed on the page.

### How to reach here:

*Dashboard > My Accounts widget > Loans and Finances > More Options > View Statement*  
OR

*Toggle Menu > Accounts > Loans and Finances > View Statement*

### Statement

The screenshot displays the ZigBank 'View Statement' page. On the left sidebar, the account number is masked as 'xxxxxxxxxxxx0004'. Below it, there are filters for 'Current Period' (set to 'All') and buttons for 'Apply Filter' and 'Reset'. A 'Pre-Generated Statement' link is also present. The main area contains a table of transactions:

Date	Description	Reference No	Amount
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100S7	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100RX	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100RZ	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100S3	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100RF	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100QP	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100QV	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100QL	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100QH	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100Q7	\$41.00 Cr

At the bottom of the table, there is a pagination control showing 'Page 1 of 4 (1-10 of 40 items)' and navigation buttons. A 'Download Statement' link is located in the top right corner of the table area. A 'Back to Dashboard' link is at the bottom left of the sidebar.

### Field Description

Field Name	Description
------------	-------------

<b>Account Number</b>	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.
-----------------------	---

For more information on Account Nickname, refer [Account Nickname](#).

Field Name	Description
<b>Filter/ Options</b>	
<b>Transaction Period</b>	Filters to view the transactions of a particular period. The options are: <ul style="list-style-type: none"> <li>• Current Period</li> <li>• Previous Month</li> <li>• Previous Quarter</li> <li>• Select Date Range</li> </ul>
<b>Date Range</b>	The search option by which to view transactions for a specific period. This option is enabled when 'Select Date Range' is selected as transaction period.
<b>Transaction Description</b>	Filters to view the transactions based on description. The options are: <ul style="list-style-type: none"> <li>• All</li> <li>• Debits Only</li> <li>• Credits Only</li> </ul>

**To generate the statement:**

1. From the **Transaction Period** list, select the appropriate option.
2. If you select the '**Select Date Range**' option, specify the date range in the **From** and **To Date** fields.
3. From the **Transaction Description** list, select the appropriate option to further customize the statement.  
Based on selected criteria, the loan statement is displayed.

**Field Description**

Field Name	Description
<b>Date</b>	The date on which the transaction took place.
<b>Description</b>	A short description of the transaction.
<b>Reference No.</b>	The transaction reference number.
<b>Amount</b>	The amount for which the transaction took place.

4. Click the download statement link to download the transaction details in the format of choice.

## 8.1 Pre-Generated Statement

Pre-generated statements are statements that have been generated by the system for an account in the past. Through this option, the user can view statements that have been generated in the past.

### How to reach here:

*Dashboard > My Accounts widget > Loans and Finances > More Options > View Statement > Pre-Generated Statement*

OR

*Toggle Menu > Accounts > Loans and Finances > View Statement > Pre-Generated Statement*

### Pre-Generated Statement

Statement Number	From	To	Download
AT3MSOG140010F4T	01 Jul 2017	11 Jul 2017	<a href="#">pdf</a>
AT3MSOG140010F3C	10 Jul 2017	10 Jul 2017	<a href="#">pdf</a>
AT3MSOG140010F3B	05 Jul 2017	11 Jul 2017	<a href="#">pdf</a>
AT3MSOG1400109XZ	01 Jun 2017	13 Jun 2017	<a href="#">pdf</a>

### Field Description

Field Name	Description
------------	-------------

**Select a period to download your pre-generated statements.**

#### Period

**Year** The user is required to select a year as the first step in selecting a period.

**Months** The user is required to specify the month, after having specified a year, so as to be displayed the statements generated for that particular month of the defined year.

**Statement Number** Statement reference number.

**From** Start date of the date period for which the statement is generated.

**To** End date of the date period for which the statement is generated.

Field Name	Description
------------	-------------

<b>Download</b>	Click the link to download the specific statement.
-----------------	--

1. From the **Period** lists, select the desired year and month to be displayed all the statements generated within that period.
2. Click **Search** to be displayed all statements generated within the specified period.
3. Click on the link (.pdf) available against any statement record to **Save** that particular statement.

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## 9. Closed Loans

Users should be able to view details of all loans held with the bank including those that are currently closed. The loans dashboard, hence, displays a widget containing a summary of such closed loan accounts. The account details page of closed accounts displays information similar to that of active loans. Additional features available on the details page of active loans such as the facility to view loan schedule, disbursement details or repay the loan are not available on the closed loans details page.

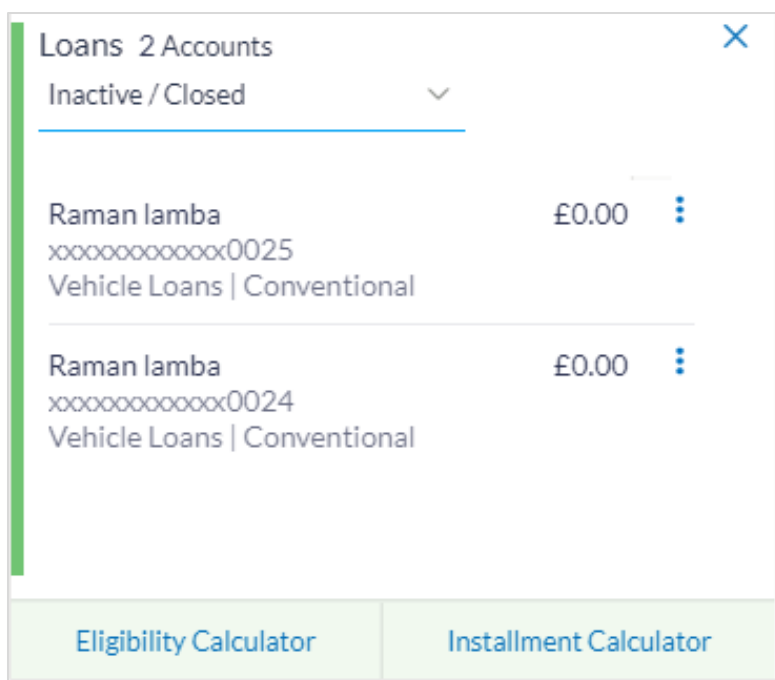
### How to reach here:

*Dashboard > My Accounts widget > Loans and Finances > Inactive / Closed*

### To view closed loan card details:

1. Select the option **Inactive/Closed** from the provided filter option on the loans widget.
2. All the closed loans cards held by a user are displayed.

### Closed Loan Account Card



### Field Description

Field Name	Description
<b>Customer Name</b>	Names of the primary account holder of the loan.
<b>Account Number</b>	The loan account number in masked format along with the account nickname. The account number is masked as per account number masking configurations.



Field Name	Description
<b>Product/Offer Name</b>	The name of the loan product or offer.
<b>Loan Type</b>	The type of loan i.e. conventional or Islamic.
<b>Outstanding Amount</b>	The outstanding loan amount.

- To view further details of any closed loan account, click on the specific record in the widget. The **Loans Details** screen is displayed.

### Closed Loan Details

**Loan Details**

Customer Name: Raman Iamba | Account Number: xxxxxxxxxxxx0025 | Net Outstanding Balance: £0.00 | [Add Nickname](#)


Account Details	Loan Amounts	Repayment	Installments	Arrears
Customer ID ***961	Sanctioned Loan Amount £20,000.00	Interest Frequency Semi-Annually	Loan Tenure 20 months 29 days	Principal Arrears £0.00
Opening Date 05 Dec 2013	Total Amount Disbursed £20,000.00	Principal Frequency Semi-Annually	Total Installments 6	Interest Arrears £0.00
Maturity Date 03 Sep 2015	Amount Repaid Till Date £20,000.00	Repayment Mode Account	Remaining Installments 0	Late Payment Charges £0.00
Status Closed	Outstanding Amount £0.00	Late Payment Penalty 0.00%	Next Installment Date 05 Jun 2014	Other Fees £0.00
Interest Rate 0.00%		Prepayment Penalty 0.00%	Next Installment Amount £0.00	
Facility ID				
Branch AT3-FCLEXCUBE UNIVERSAL BANK AT3				

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### Field Description

Field Name	Description
<b>Customer Name</b>	The name of the primary account holder of the loan.
<b>Account Number</b>	<p>The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.</p> <p>For more information on Account Nickname, refer <a href="#">Account Nickname</a>.</p>
<b>Net Outstanding Balance</b>	The net outstanding amount due to be paid by the user. The outstanding balance includes outstanding principal, interest, penalties, and premature closure charges if any.

Field Name	Description
<b>Add Nickname</b>	Click  , to add nickname, for more information refer <a href="#">Account Nickname</a> .
<b><u>Account Details</u></b>	
<b>Customer ID</b>	The primary holder's customer ID in masked format.
<b>Opening Date</b>	The date on which the loan account was opened.
<b>Maturity Date</b>	The date on which the loan account matured.
<b>Status</b>	The current status of the loan account. Since the details of a loan account that has been closed are being viewed, the status will be 'Closed'.
<b>Interest Rate</b>	The interest rate charged on the loan.
<b>Facility ID</b>	The facility ID under which the loan account has been opened.
<b>Branch</b>	The branch in which the loan account was held.
<b><u>Loan Amounts</u></b>	
<b>Sanctioned Loan Amount</b>	The amount of loan that the bank had agreed to provide to the user/s.
<b>Total Amount Disbursed</b>	The total amount of loan given to the user.
<b>Amount Re-paid Till Date</b>	The total loan amount repaid by the user till date.
<b>Outstanding Amount</b>	The total amount due to be paid by the user.
<b><u>Repayment</u></b>	

Field Name	Description
<b>Interest Frequency</b>	<p>Intervals at which the interest has been paid.</p> <p>The value could be any of the following:</p> <ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• One Time Payment</li> <li>• Monthly</li> <li>• Bi monthly</li> <li>• Quarterly</li> <li>• Semi-annually</li> <li>• Annually</li> </ul>
<b>Principal Frequency</b>	<p>Intervals at which the principal has been repaid.</p> <p>The value could be any of the following:</p> <ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• One Time Payment</li> <li>• Monthly</li> <li>• Bi monthly</li> <li>• Quarterly</li> <li>• Semi-annually</li> <li>• Annually</li> </ul>
<b>Repayment Mode</b>	The mode through which loan repayments have been made.
<b>Late Payment Penalty</b>	The percentage rate charge applicable in case of default in repayment.
<b>Prepayment Penalty</b>	The percentage charge that was applicable if the loan was prepaid.
<b><u>Installments</u></b>	
<b>Loan Tenure</b>	The duration for which the loan amount was sanctioned in terms of years/months/days.
<b>Total Installments</b>	The total number of scheduled payments made towards repaying the loan.
<b>Remaining Installments</b>	The number of scheduled payments remaining towards repaying the loan completely.

Field Name	Description
<b>Next Installment Date</b>	The date on which the next installment is to be paid.
<b>Next Installment Amount</b>	The amount to be paid as next installment.
<b><u>Arrears</u></b>	
<b>Principal Arrears</b>	The amount due on the loan principal after having missed one or more repayment installments.
<b>Interest Arrears</b>	The amount due towards loan interest payment.
<b>Late Payment Charges</b>	The charges levied on any late payment of a loan installment.
<b>Other Fees</b>	Other/miscellaneous fees applicable on the loan account.

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## 10. Installment Calculator And Eligibility Calculator

The application provides users with two types of loan calculators – Installment Calculator and Eligibility Calculator.

The installment calculator enables users to identify the installment amount payable on a loan of a certain amount for a specific duration. This calculator is beneficial to users as it gives the user an opportunity to identify whether applying for a loan for a specific amount and duration is preferable or not.

The loan eligibility calculator enables users to compute the amount of loan that they are eligible for based on their monthly income and expenses and also the desired loan tenure and estimated interest rate.

### How to reach here:

*Dashboard > My Accounts widget > Loans and Finances > Installment Calculator*

*Dashboard > My Accounts widget > Loans and Finances > Eligibility Calculator*

### Field Description

Field Name	Description
<b>Tab</b>	<p>The options are:</p> <ul style="list-style-type: none"> <li>• Installment Calculator</li> <li>• Eligibility Calculator</li> </ul>

1. Select the appropriate tab.

## 10.1 Installment Calculator

The loan installment calculator is a simple calculator which identifies the monthly installment amount payable on a loan based on the loan amount, tenure in years and interest percentage.

### Installment Calculator

The screenshot shows the ZigBank web application interface for the Installment Calculator. The top navigation bar includes 'Dashboard', 'Trends', and 'Payments'. The sidebar on the left has 'Manage Accounts' and 'Installment Calculator' (which is active). The main content area contains the calculator form with the following fields and values:

- Amount:** £500,000.00
- For:** 15 Years
- @Interest:** 8%
- Calculate Button:** A green button with a calculator icon and the text 'Calculate'.
- Result:** A grey box displaying 'Installment Amount : £4,779.42'.
- Back to Dashboard:** A blue link at the bottom left.

On the right side of the calculator, there is a text box with the following message:

Getting a Loan from ZigBank is quick and easy.  
To ease your burden of paying off the loan immediately, you can opt for the EMI (Equated Monthly Installment) facility. To estimate your loan installment amount per month, you can use a loan calculator.

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### Field Description

Field Name	Description
<b>Amount</b>	The user is required to specify the amount that he/she wants to borrow from the bank.
<b>For (Period) Years</b>	The user should specify the desired tenure of the loan in terms of years.
<b>@ Interest</b>	The user must specify the desired interest rate that is to be charged on the loan.
<b>Installment Amount</b>	The monthly installment payable on the loan calculated on the basis of the loan amount, tenure and interest rate specified by the user.

1. In the '**Amount**' field, enter the loan amount.
2. In the '**For Years**' field, enter the loan tenure in years.
3. In the '**@Interest**' field, enter the interest rate.
4. Click **Calculate**.  
The system calculates and displays the monthly installment for the loan required.

## 10.2 Eligibility Calculator

The loan eligibility calculator plays an important role in helping users understand their current position with respect to their borrowing capacity. The eligibility is calculated on the basis of:

- The user's average monthly income
- The user's average monthly expenditures
- Tenure of the loan
- Estimated rate of interest

### Eligibility Calculator

The screenshot shows the ZigBank 'Eligibility Calculator' interface. The header includes the ZigBank logo and navigation links for Dashboard, Trends, and Payments. The main content area is titled 'Manage Accounts' and contains two tabs: 'Eligibility Calculator' (active) and 'Installment Calculator'. The calculator form asks 'How Much Loan Can You Get?' and includes input fields for 'Your Average Monthly Income' (set to £12,000.00), 'Your Average Monthly Expenses' (set to £5,000.00), 'For How Many Years' (set to 15), and '@Interest' (set to 9%). Below these fields, it displays the calculated results: 'You can get a loan of : £690,156.00' and 'Average Installment : £7,000.01/month'. A 'Calculate' button is positioned at the bottom of the form. To the right of the form, a disclaimer box states: '\* This calculation is for conventional loan eligibility only. A salaried individual needs to fulfill the following criteria: The person has to be aged between 23 years to 58 years. Net salary has to be Rs.17,000 per month and Rs.25,000 for individuals staying in Mumbai & Delhi.' A 'Back to Dashboard' link is located at the bottom left of the form area. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>How Much Loan Can You Get?</b>	
<b>Your Average Monthly Income</b>	The user is required to specify his monthly income.
<b>Your Average Monthly Expenses</b>	The user is required to specify the amount spent per month towards expenses.
<b>For Years</b>	The user is required to specify the desired loan tenure.
<b>@ Interest</b>	The user should specify the desired interest rate of the loan.
<b>You can get a loan of</b>	Based on all the values defined by the user in the previous fields, the system will calculate the amount of loan that the user is eligible to borrow.

Field Name	Description
<b>Average Installment</b>	The system will display the estimated monthly installment amount.
<hr/>	
<ol style="list-style-type: none"><li>1. In the <b>Your Average Monthly Income</b> field, enter your monthly income.</li><li>2. In the <b>Your Average Monthly Expenses</b> field, enter your monthly expenses.</li><li>3. In the <b>For Year</b> field, enter the desired loan tenure.</li><li>4. In the <b>@Interest</b> field, enter the rate of interest. The application calculates and displays the eligible loan amount and the installment amount.</li></ol>	

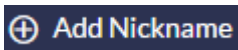
[Home](#)



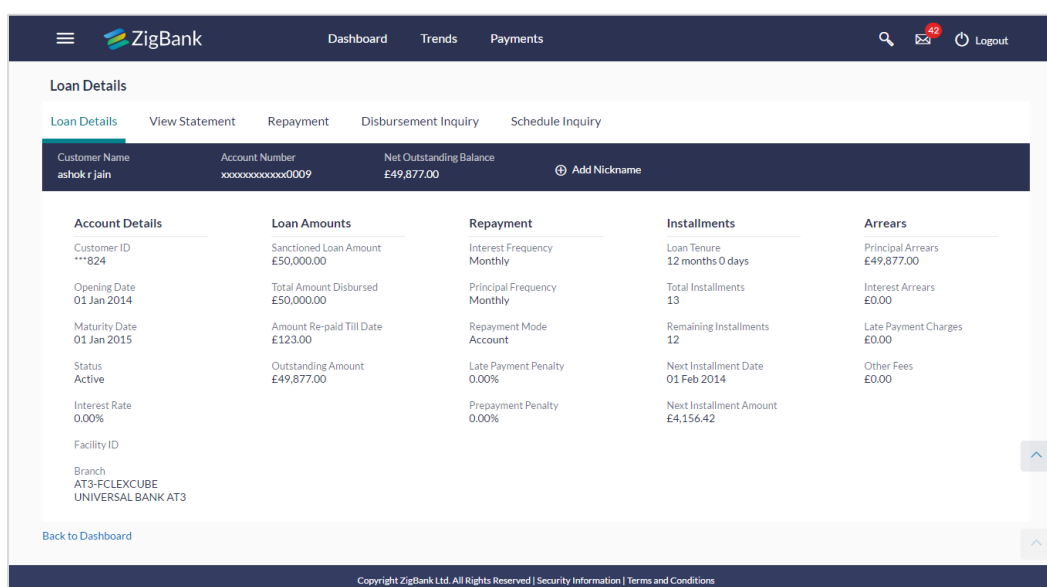
## 11. Account Nickname

A user may wish to assign nicknames to loan accounts so as to be able to easily identify them. The **Add Nickname** feature enables users to easily assign nicknames to any loan account. Once a nickname is assigned to a loan account, it is displayed on various transactions instead of the standard account description. This option also allows the user to modify or delete the nickname whenever required.

**To assign a nickname to a loan account:**

1. Click the  option to assign a nickname to the loan account.
2. In the **Add Nickname** field, enter the nickname you want to assign to the loan account.

### Add Nickname- Example




The screenshot shows the ZigBank interface with a dark blue header. The main content area is titled 'Loan Details' and includes tabs for 'Loan Details', 'View Statement', 'Repayment', 'Disbursement Inquiry', and 'Schedule Inquiry'. Below these tabs, there's a summary bar with fields: Customer Name (ashok r Jain), Account Number (xxxxxxxxxxxx0009), Net Outstanding Balance (£49,877.00), and an 'Add Nickname' button. Below this, there are five columns of loan details: Account Details, Loan Amounts, Repayment, Installments, and Arrears. The footer contains a 'Back to Dashboard' link and a copyright notice for ZigBank Ltd.

### Field Description

#### Field Name    Description

Field Name	Description
<b>Add Nickname</b>	On clicking on the Add Nickname link, a field is displayed in which the user can specify a nickname to be assigned to the account.

3. Click  to save your changes. The specified nickname will be displayed on various transaction screens.

To edit / delete a nickname:

### Add Nickname - Edit/ Delete



**Loan Details**

Customer Name: ashok r jain | Account Number: xxxxxxxxxxxx0009 | Net Outstanding Balance: £49,877.00 | Nickname: AJ

Account Details	Loan Amounts	Repayment	Installments	Arrears
Customer ID: ***824	Sanctioned Loan Amount: £50,000.00	Interest Frequency: Monthly	Loan Tenure: 12 months 0 days	Principal Arrears: £49,877.00
Opening Date: 01 Jan 2014	Total Amount Disbursed: £50,000.00	Principal Frequency: Monthly	Total Installments: 13	Interest Arrears: £0.00
Maturity Date: 01 Jan 2015	Amount Repaid Till Date: £123.00	Repayment Mode: Account	Remaining Installments: 12	Late Payment Charges: £0.00
Status: Active	Outstanding Amount: £49,877.00	Late Payment Penalty: 0.00%	Next Installment Date: 01 Feb 2014	Other Fees: £0.00
Interest Rate: 0.00%		Prepayment Penalty: 0.00%	Next Installment Amount: £4,156.42	
Facility ID:				
Branch: AT3-FCLEXCUBE UNIVERSAL BANK AT3				

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- Click the  link displayed against the nickname in order to modify the nickname. Modify the nickname as required and save your updates.  
OR  
Click the  link to delete the nickname.

## FAQs

### 1. Can I make a partial prepayment towards my loan using the repayment option?

This depends on the features of the loan you have applied for. If enabled, you will be subject to pre-payment charges applicable as per your loan type.

### 2. Can I view the partial disbursements on my loan?

Yes, you can view partial disbursements made towards your loan using the disbursement inquiry function.

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